



## GSA Federal Acquisition Training Symposium

April 25 – 26, 2017  
Huntsville, AL

Learn > Discuss > Connect

Interact

# GSA Fleet 2017 Customer Focus Group

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GSA Fleet

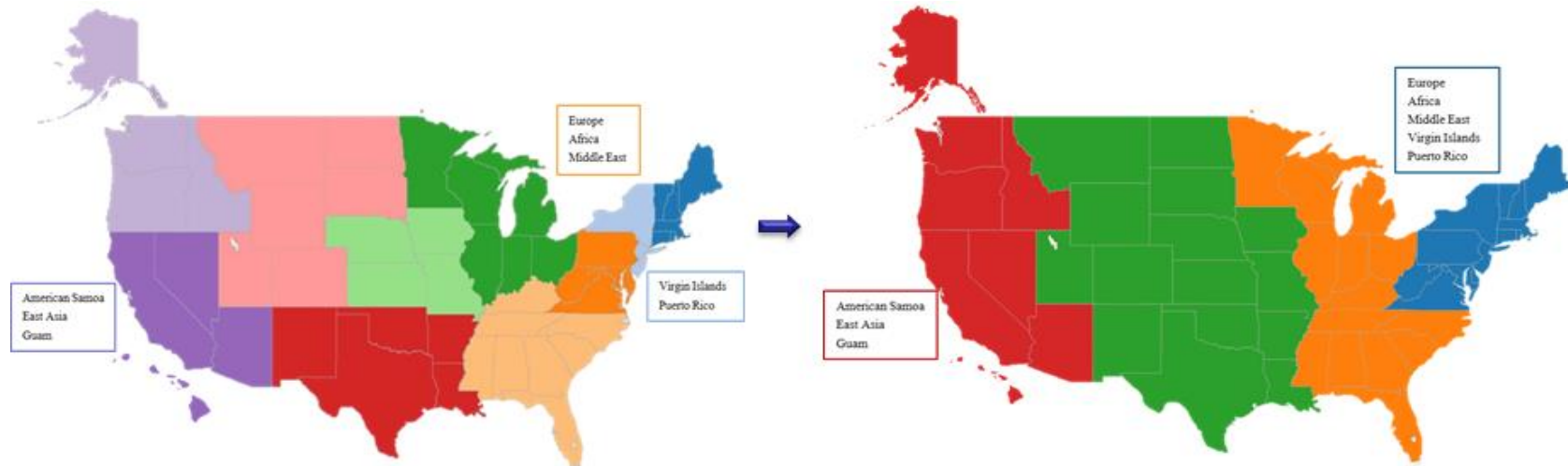
April 25, 2017

## GSA Fleet Value Proposition



## New Organizational Structure: Customer Impact

- 11 Regions to 4 Zones in June 2015
- Goal to improve consistency and customer service
- Continue to receive support from:
  - Fleet Services Representatives
  - Fleet Management Centers



## GSA Fleet Leasing Services

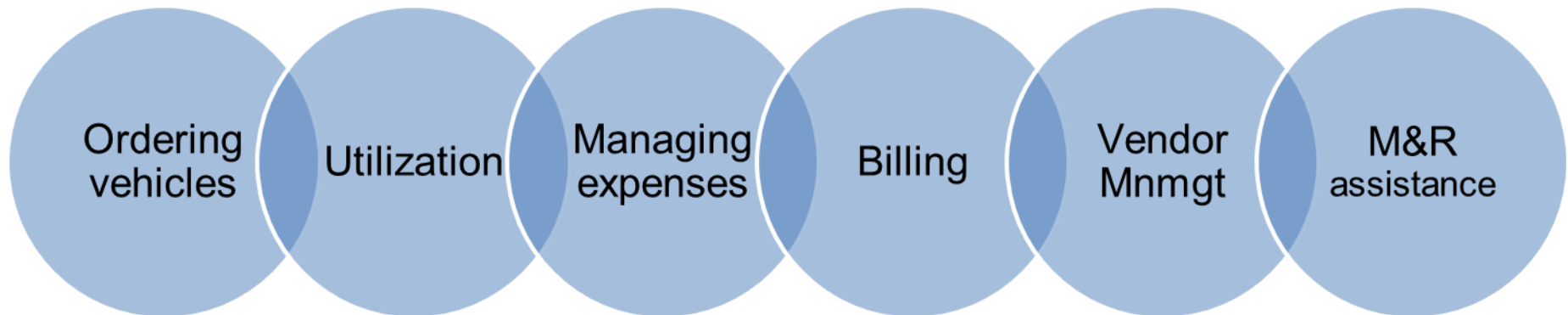
➤ An all-inclusive monthly and mileage rate that covers:

- Vehicles and Replacements
- GSA Fleet Drive-thru
- Maintenance & Accident Management
- Fuel and Fleet Services Card
- Disposal of Replaced Vehicles
- National Safety Program and Recall Management

Visit GSA's website for more program information and current lease rates: [www.gsa.gov/gsafleet](http://www.gsa.gov/gsafleet)

## Fleet Service Representative

- Allow you to focus valuable time & resources on the performance of your core agency mission by relieving many administrative, management, and functional responsibilities of total fleet asset management.





# GSA Fleet Drive-thru

Bookmark the new link: <http://drivethru.gsa.gov>

## ➤ New this year:

- Unique User ID
- User Friendly Layout
- Multiple accounts per User ID
- Multiple ID's per account
- HQ permission level settings

The screenshot shows the GSA Fleet Drive-thru website. At the top, there's a navigation bar with links: Defensive Driving Course, Find U.S. Alternative Fuel, Training, About Fleet, Contact Us, Help, and a 'New User? Register here' link with a 'Login' button. The main content area features a large image of a car's charging port with the text 'GSA Fleet Drive-thru Monitoring Federal Initiatives'. To the right of the image, there are three sections: 'Driver Safety' with a sub-header and a paragraph about reducing driver risk, 'Fleet News - What's New' with a sub-header and a paragraph about current offerings, and 'Training' with a sub-header and a paragraph about the training library. At the bottom, there's a 'Related Sites' section with links to GSA, Auto Auctions, AutoChoice, DRM, and FA.S.T. Another section lists 'Other Interest' links: Federal Vehicle Standards, FedFMS, STR, VCSS, VFE, USA.gov, Data.gov, Recovery.gov, Whitehouse.gov, and Section508.gov. On the far right, there's a 'GSA/FAS Asset and Transportation Management Helpdesk' section with 'Hours of Operation' (8:00 AM - 7:00 PM EST), a phone number (1-866-472-6711), and an email address (gsadrivethruhelp@gsa.gov).

# Drive-thru Training Portal

## GSA Fleet Drive-thru

[Vehicle Fleet Data ▾](#)[Reports Carryout ▾](#)[Account Maintenance ▾](#)[Customer Guides ▾](#)[Training ▾](#)

Main Menu

### Welcome to GSA Fleet Drive-thru

#### Vehicle Fleet Data



- Customer Acquisition Module ▾
- Customer-Driven Data (CDD)
- Fleet Card Replacement Ordering
- FTP Monthly Mileage Upload Tool
- Mileage Express ▾
- PM Express
- SpeedPay ▾

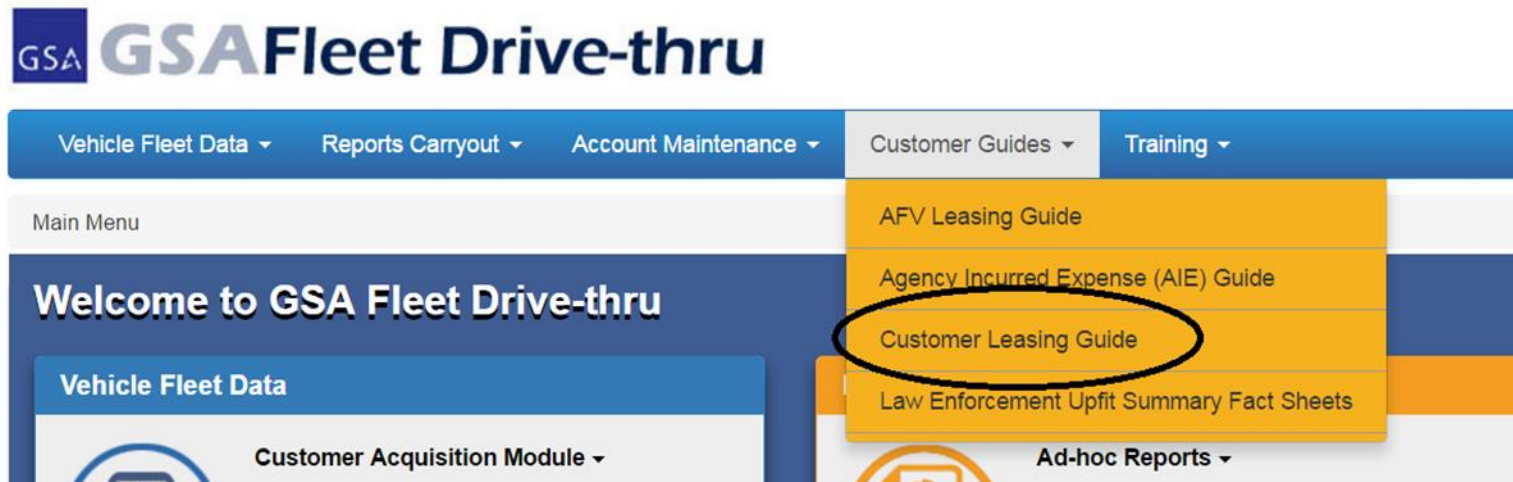
#### Reports Carryout



- Ad-hoc Reports ▾
- Agency Incurred Expense (AIE)
- CRASH
- Customize Inventory Report
- Fuel Use Report (FUR)
- GSA Fleet FAST Data Center
- Preformatted Inventory Report

## Customer Responsibilities

- Agency Policy
- Operator Care / Maintenance
- Proper Operation
- Official Use
- Vehicle/Equipment Security
- [GSA Fleet Bill Payments](#)





# How You Can Help Minimize Costs

- Practice safe driving
- Complete recalls
  - Fleet Drive-Thru (ask your FSR if you need help) or NHTSA
- Call MCC/AMC before service or repairs
- Practice preventive maintenance
- Comply with all state/local driving laws
- Day-to-day care
- Safeguard all Gov't property
- Report Accidents to GSA within 48 hours
- No Smoking (including e-cigarettes)



U.S. General Services Administration

## Guide to Your Fleet Vehicle



Become familiar with the role you play in maintaining a quality fleet and keeping costs down.

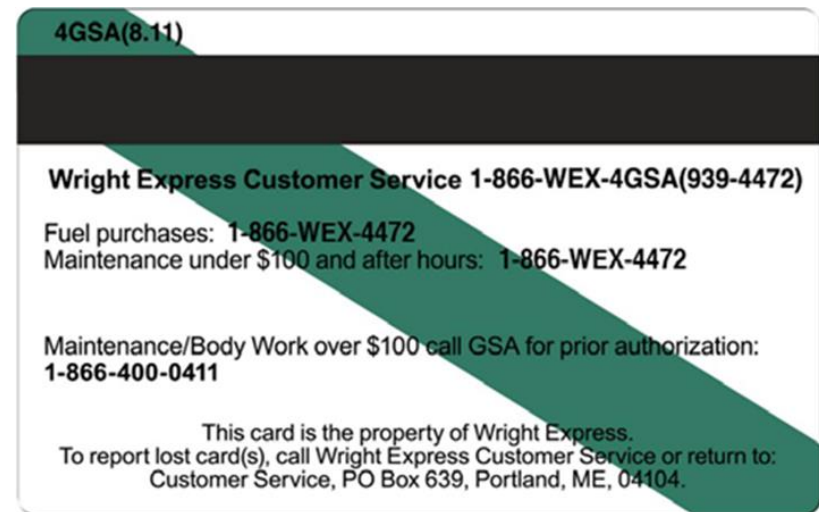
## WEX Fleet Card

- Issued with each GSA vehicle and is to only be used for fuel and maintenance
- Accurate pump mileage entries (GORP)
- WEX Acceptance refer to WEX connect APP



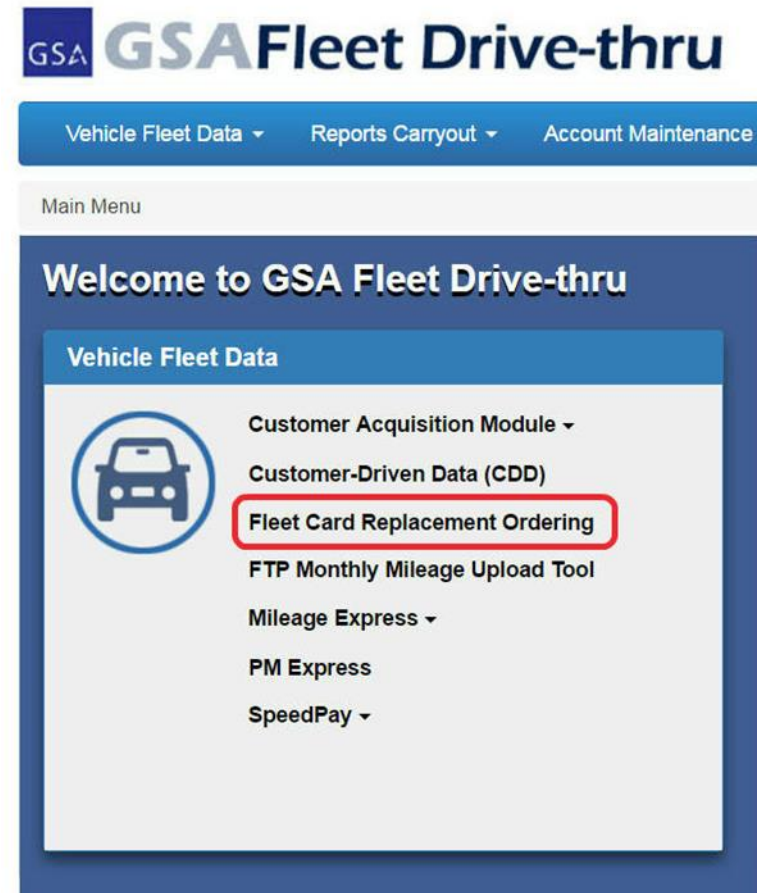
## WEX Card Assistance

- WEX Customer Service
- 1-866-939-4472
- Maintenance under \$100  
AND after-hours
- Maintenance & Body Work  
OVER \$100 requires GSA's  
PRIOR approval. Call the  
MCC/AMC
- 1-866-400-0411



## WEX Replacement Card

- Customers can order replacement WEX cards through GSA Fleet Drive-Thru
- Next Day Service if ordered prior to 3:00 PM (EST)



# GSA Fleet Assistance Centers

1-866-400-0411


- Trained technicians available 24/7 with maintenance and repair history
  - Authorize maintenance and repair over \$100
  - Assist customer in filling out accident reports – must notify the accident center within 5 business days of accident
  - We ensure vehicles get to the correct repair shop at the best price





## Time for an Oil Change?

- Preventive Maintenance, (PM) Schedules
- Oil Life Monitoring Systems (OLS)
- PM Express Update


**GSA Fleet Drive-thru**

Privacy and Security  
 Welcome: Logout

Vehicle Fleet Data ▾
Reports Carryout ▾
Account Maintenance ▾
Customer Guides ▾
Training ▾
Help Support ▾

≡ / Preventative Maintenance Report

### Preventative Maintenance Report





Search Customer Number:  Search

Search for Tag No.

Select Status: -All Status- ▾

Search

Page: 1 2 3 4 5 6 7 Next > Last >>

Tag No.	Report Completed PM Date	Report Completed PM Mileage	Last PM Date	Last PM Mileage	Next PM Due Date	Next PM Due Mileage	Outstanding Recall	Status Indicator
G13-	<input type="text" value="MM/DD/YYYY"/> 	<input type="text"/>	11/2016	52392	11/2017		No	Recently Reported
G13-	<input type="text" value="MM/DD/YYYY"/> 	<input type="text"/>	11/2016	25200	11/2017		No	Recently Reported
G13-	<input type="text" value="MM/DD/YYYY"/> 	<input type="text"/>	05/2016	22541	05/2017		No	Ready for Update
G13-	<input type="text" value="MM/DD/YYYY"/> 	<input type="text"/>	06/2016	10362	06/2017		No	Ready for Update

# Reporting Accidents

## ➤ Accident Reporting Kits (in vehicle packet)

- SF91 Accident Report
- SF94 Statement of Witness
- Proof of Insurance

### Contents

1. SF 91, Motor Vehicle Accident Report (One Copy)
2. SF 94, Statement of Witness (Two Copies)



U.S. General Services Administration

### FLEET VEHICLE ACCIDENT KIT

#### In Case of Accident

1. Stop immediately and turn on emergency flashers.
2. Take steps to prevent another accident at the scene.
3. Call a doctor or ambulance if necessary.
4. Notify police.
5. **DO NOT sign any paper or make any statement** as to who was at fault (except to your supervisor or to a Federal Government investigator).
6. Get the name and address of each witness. Ask the witness to complete Standard Form (SF) 94, Statement of Witness, contained in this envelope.
7. State your name, address, place of employment, name of your supervisor, and upon request show your operator's permit and vehicle registration card. (NOTE: Only Government-owned or leased vehicles registered in the District of Columbia or displaying state tags have registration cards.)
8. Complete Standard Form (SF) 91, Motor Vehicle Accident Report (or reporting form required by your agency) at the scene. If conditions prevent this, make notes of the following:
  - a. Registration information for other vehicle(s) (owner's name, owner's address, tag number, VIN, and vehicle description):

### Proof of Insurance

#### For Operators of GSA-Owned Vehicles

**This constitutes your "Proof of Insurance" and will be kept in your vehicle at all times. The U.S. government is self-insured. No insurance identification number is required.**

**The U.S. government is self-insured for loss or damage to government property and the liability of government employees for actions within the scope of their duties.**

**Claims for injury or death of third parties, or damage to third-party property, arising from federal employee negligence in the operation of government-furnished vehicles are covered by the Federal Tort Claims Act (U.S.C. 2671 et seq.) as implemented by 28 CFR, Part 14.**

**Claims against the U.S. government resulting from the operation of a government vehicle should be directed to the agency employing the driver of the vehicle, not GSA. Claims against other parties for damage to GSA Fleet vehicles will be initially processed by GSA. Drivers are responsible for obtaining a POLICE REPORT or Statement from the other**

## Roadside Assistance / Warranties

### ➤ Manufacturer Roadside Assistance:

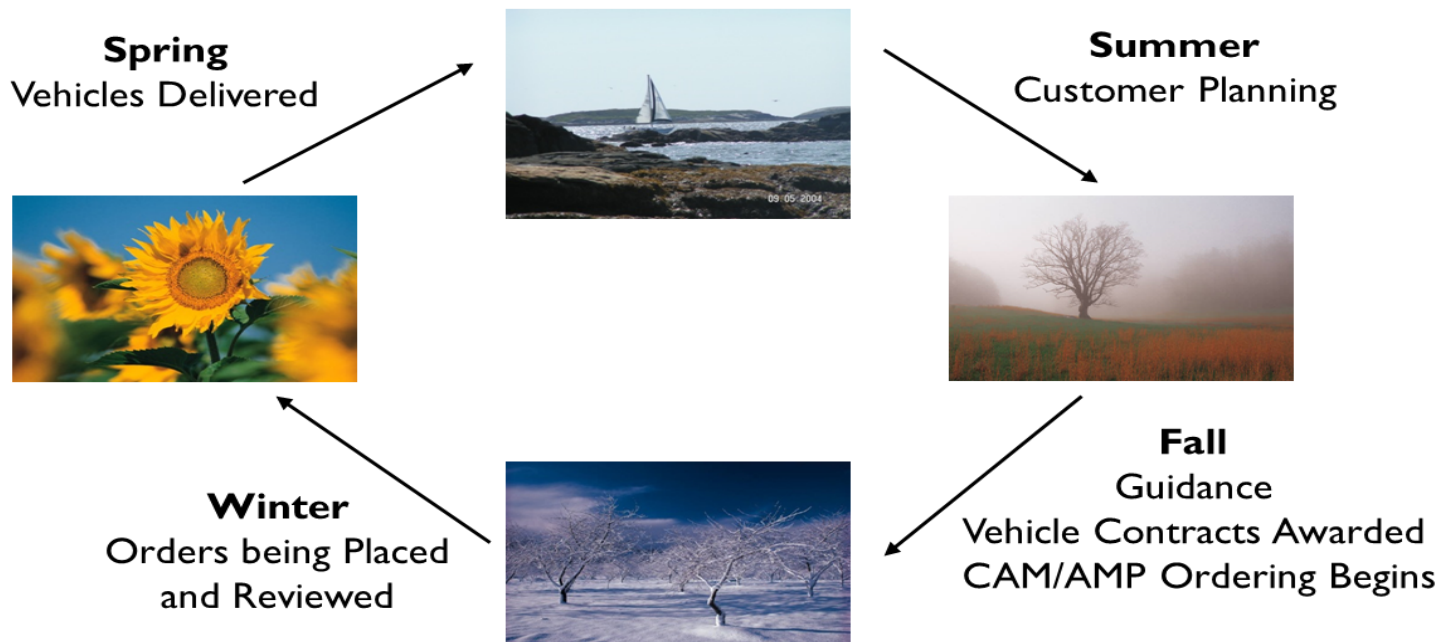
- Ford: 1-800-241-3673 (5 Years or 60,000 miles) 2007 newer
- GM : 1-800 243-8872 (5 years or 100,000 miles) 2007 newer
- Hyundai : 1- 800-243-7766 (5 years & unlimited miles)
- Dodge/Chrysler/Jeep/RAM: 1 - 800-521-2779 (5 years or 100,00 miles) 2013 newer
- Toyota : 1-800-331-4331
- Honda: 1-866-864-5211
- Mitsubishi: 1-888-648-7820 (5 years & unlimited miles)

### ➤ Manufacturer Basic Warranty Provisions:

- Call MCC or your FSR for additional powertrain or component warranties provided by the manufacturer

# Vehicle Replacement

- Replacement Criteria
- Customer Acquisition Module (CAM)
- Approval Process: Local/Midlevel/Headquarter





# Vehicle Fleet Exchange (VFE)

- Automatic vehicle pickup notifications
- Electronic vehicle exchange scheduling

**VFE**  
 Vehicle Fleet Exchange

Privacy and Security  
 Logout  
 LID:

MAIN MENU CALENDAR ▼ REPORTS ▼ MAINTENANCE ▼ ABOUT US CONTACT US TRAINING

Main Menu Calendar

Click on a link to access the option.

Search for Vehicle

Old Tag:   
  
 New Tag:

Old VIN:   
 New VIN:

Show Details Clear

Schedule Appointment

Select Time to Schedule Appointment.

Jan 30 - Feb 5, 2017

<div>           Feb 2017         </div>							Mon 30	Tue 31	Wed 1	Thu 2	Fri 3
Mo	Tu	We	Th	Fr	Sa	Su					
30	31	1	2	3	4	5					
6	7	8	9	10	11	12					
13	14	15	16	17	18	19					
20	21	22	23	24	25	26					
27	28	1	2	3	4	5					

	Mon 30	Tue 31	Wed 1	Thu 2	Fri 3
9:30 am					
9:45 am					
10:00 am					
10:15 am					
10:30 am					
10:45 am					
11:00 am					
11:15 am					



## Reminders!

### ➤ Accessory Equipment

- Requires prior approval from GSA
- Anything over \$1,000 will be purchased by GSA and capitalized as part of the vehicle



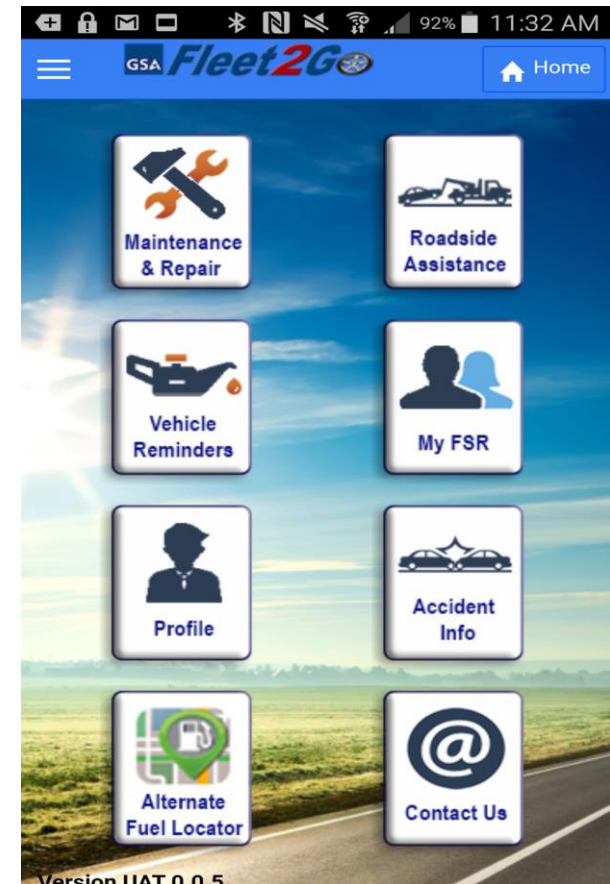
### ➤ Missing License Plates

- National Security
- New Plates/Credit Card will be issued



## NEW! GSAFleet2Go Mobile App

- Add up to 5 vehicles
- Push notifications on PM's and Recalls
- Search nearby vendors and fuel
- Available on Android and iOS stores



# GSA Fleet Ancillary Services & Solutions

- [AFV Guide & Tool](#)
- [Dispatch Reservation Module](#)
- [FedFMS](#)
- [Short Term Rental \(STR\) Program](#)
- [Law Enforcement Upfit Packages](#)
- [Telematics](#)
- [Vehicle Consolidations](#)



**Thank you for your time today!**

# **Road Safety**



## AFV Guide & Tool

### ➤ AFV Guide

- Searchable listing of all AFV and low GHG configurations
- Includes summary of all current AFV laws/mandates

### ➤ AFV Acquisition Tool

- Simplified and Interactive AFV acquisition decision tool
- Allows agencies to see financial and sustainability impacts of pursuing multiple AFV acquisition strategies

### ➤ Found at [gsa.gov/afv](https://gsa.gov/afv) under “AFV Guides and





## Dispatch Reservation Module (DRM)

- Leased and Agency Owned (FedFMS) Pool
- Better Fleet Management
- Increased Fleet Utilization

### New Reservation

Pentagon Motor Pool

Pick-up Date / Time: 12/09/2013 02:00 PM (GMT -5:00) US Eastern

Return Date / Time: 12/09/2013 03:00 PM (GMT -5:00) US Eastern

Search

Page 1 of 5 | Total 233 records found

Continue to Confirmation

Page: 1 2 3 4 5 Next > Last >>

	Own/ Lease	Tag No.	Make	Model	Vehicle Type	Location	Comments
<input type="radio"/>	Lease	G10-0745H	CHEVROLET	MALIBU	Sedan/St Wgn Compact	testtttttttttt4	testtttttttttt34 5
<input type="radio"/>	Lease	G10-0785H	CHEVROLET	MALIBU	Sedan/St Wgn Compact		
<input type="radio"/>	Lease	G10-1412L	DODGE	AVENGER	Sedan/St Wgn Compact		

# FedFMS



## Vehicle Data



## Maintenance and Repair



## Reports



## Security



# Short Term Rental Program

<https://str.fas.gsa.gov/>



## ➤ Sign Up/Login

## ➤ Vehicle Types

- Sedans
- Mini-Vans
- Pick up Trucks
- Buses
- Box Trucks

## ➤ Equipment

- Forklifts
- Scissor lifts
- Backhoes
- Bulldozers

## Law Enforcement Upfit Packages

- 33 Lease options for FY17
  - SINs 17, 100L, 105A, 10B, 55C, 59A






# Telematics



## Global Positioning System (GPS) Tracking & Vehicle Diagnostics

➤ **2017 EO 13693**





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[POLICY & REGULATIONS](#)

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### VEHICLE LEASING

- Overview
- Accident Management Center
- Alternative Fuel Vehicles
- FedFleet
- Find a Fleet Service Rep (FSR)
- Fleet Management Centers
- Fleet Services Card
- Fleet Solutions
- Electronic Toll Collection Systems
- Short Term Rentals (STR)

> Telematics

- GSA Fleet - Vehicle Leasing
- GSA Fleet Drive-thru
- Important Fleet Publications
- Important Information | Recalls

## Telematics

Telematics refers to technology-based hardware tools to collect, record, and transmit vehicle operational data. The devices plug into the vehicle's onboard dashboard computer and record, store, and report data directly from the vehicle to various web-based reporting platforms. The data provided can be used to help you manage your fleet at maximum efficiency.



### NEW TELEMATICS CONTRACT

GSA Fleet has leveraged our purchasing power and updated our offerings by awarding a new government-wide Blanket Purchase Agreement (BPA) that provides federal agencies with the latest in Telematics technology at competitive prices. This new offering will assist Federal agencies with meeting the sustainability mandates outlined in Executive Order (EO) 13693 - Planning for Federal Sustainability in the Next Decade. The BPA was awarded to AT&T Mobility, Inc. on September 30, 2015 and is open to all federal agencies for both GSA Fleet purchasing and leasing customers.



## Consolidating Vehicles

- Transfer Agency Owned Vehicles to GSA Fleet
  - No Capital Requirement & smoother budgeting
- Vehicles will be replaced with new vehicles over 3-5 year period
  - Safer, more reliable fleet
- Reduce agency fleet administrative costs/burden
  - All the benefits of GSA full service lease



# Vendor and Customer Self Service (VCSS)

- Access GSA Fleet Bills
- Monthly e-mail bill notifications
- Registration or password issues, contact the VCSS help desk.
- <https://vcss.ocfo.gsa.gov/>

GSA

Vendor and Customer Self Service

Home | Training | Issues | System Requirements

[Home](#) | [Training](#) | [Issues](#) | [System Requirements](#)

- GSA FLEET CUSTOMERS:** Please disregard erroneous email sent from VCSS on Nov. 10 and 14. [+ SHOW DETAILS](#)
- ATTENTION:** A billing error has occurred in the Vendor and Customer Self Service (VCSS) system for certain GSA Fleet & Global Supply/Automotive Purchases customers, causing a subset of transactions to appear on separate statements for July 2016. [+ SHOW DETAILS](#)
- SPEEDPAY AND MILEAGE EXPRESS USERS:** Change Line of Accounting and Document Number before entering month-end mileage. Chargebacks due to inaccurate LOA information will not be accepted. [+ SHOW DETAILS](#)
- Starting in July 2015, email notification will be sent to a customer when a new bill for one of their registered account codes is available in VCSS.
- RWA:** January 2017 RWA billing statements are now available to be viewed.
- VCSS will only display 999 search results on its web pages. [+ SHOW DETAILS](#)

If you do not do business with GSA as either a vendor or customer, please do not contact GSA to register in VCSS and do not attempt to log in.

System Login

Use this button if you've already registered for access to use VCSS.

- Be sure to never use the "back" button of your browser while using VCSS.
- VCSS must be used with the Internet Explorer browser.

Registrations & Access Requests

Use this button if you are a new user to VCSS and need to:

- Register new accounts
- Gain access to existing accounts

Support Request

Use this button to create a request that you be removed from an account, or from VCSS. You can also change account administrator status.